

Specifications

For

CUSTODIAL OPERATIONS 2021

For

WILLINGBORO TOWNSHIP

BID ADVERTISEMENT

TOWNSHIP OF WILLINGBORO

LEGAL NOTICE TO BIDDERS

NOTICE IS HEREBY GIVEN that sealed bids will be received by the Township of Willingboro for the following contract:

PROFESSIONAL CUSTODIAL SERVICES

Sealed bids will be received, opened and read in public at the Municipal Administration Offices, 1 Rev. Dr. Martin Luther King Jr. Drive, Willingboro, NJ 08046, **10AM** on **May 18, 2021**. The Bid Solicitation package may be obtained at this address from Brenda Bligen, Acting Township Clerk or the following web address:
<https://www.willingboronj.gov/departments/township-clerk-2/rfp-bids>

An original and one copy of the Bid shall be submitted in a sealed envelope, bearing the name and address of the Bidder and with the bid number and title clearly marked on the outside. Bids must be received at the location and by the date and time indicated. Mailed bids will be held and opened at the specified time and date. The Township assumes no responsibility for Bids mailed or misdirected in delivery. Late Bids will automatically be rejected. No Bids will be accepted by e-mail or facsimile transmission.

The Contract will be awarded through a public bidding process complying with the requirements of the Local Public Contracts, Law, N.J.S.A. 40A:11-1 et seq., as well as with the New Jersey Local Unit Pay-to-Play Law, N.J.S.A. 19:44A-20.4 et seq. The successful bidder shall be required to comply with the provisions of the law requiring minimum wages (including all increases that go into effect over the course of the contract); all affirmative action and equal employment opportunity requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27; the requirements of the New Jersey Worker Health and Safety Act, N.J.A.C. 17:27 et seq., and the federal Occupational Safety and Health Act (OSHA), 29 CFR 1910, with regard to worker and job safety.

The Bids will be publicly opened and read aloud at the time and place set forth above for receipt of Bids. All Bids shall be submitted on the Bid Proposal form included in the Bid Solicitation and must strictly conform to the requirements of the Bid Solicitation. Bidders must include with their Bid Proposals all of the various documents and forms specified for such submission within the Bid Solicitation.

Brenda Bligen, MBA
Acting Township Clerk

INFORMATION FOR BIDDERS

1. **Key Dates:**

Request for Bids Available: **May 3 , 2021**

Any Clarification Questions on the RFB must
be received in writing by: **May 10, 2021**

Pre- Bid Inspection (**NOT MANDATORY**) **May 11, 2021**
10:00AM - 2:00PM
Email cminter@willingboronj.gov

The Township will respond to all potential firms
with answers to clarifying questions by: **May 12, 2021**

Bids must be received by the Township by 10AM on **May 18, 2021**

Contact Information for questions:

Cedric Minter, Maintenance Superintendent
Tel. 609-877-2200 Ext. 1173
Email cminter@willingboronj.gov

General Bid Requirements

Term

Contract term is for a period of 12 months with one six-month renewal providing the terms and conditions of the contract remain substantially unchanged. Any increase over the one six-month renewal period does not exceed 20% over the initial cost, as per LPCC.

Pre-Bid Conference

There will be a pre-bid conference held on May 18, 2021 at 10am. It is highly recommended that all vendors tour the Municipal Administration Offices/ Court / Police Complex, the Kennedy Center, Banquet Facility/Conference Center, and Senior Center, and the Department of Public Works buildings in order to familiarize the contractors with the exact nature of the existing conditions of the work areas and requirements of the specifications for the extent and quality of the work to be performed. All bidders will be responsible for understanding all information in the specification. Vendors will be guaranteed the opportunity to view the locations by requesting a site visit between the hours of 8am-3pm Mon-Fri by May 11, 2021. Note: No adjustment will be made for bidder's failure to visit the site.

Start-Up

Contractor will provide additional supervision as needed to assist in the start-up of the contract typically lasting one to three months.

Sub-Contracting

The Contractor must be fully capable of performing the proposed services within its own resources and may not assign, transfer, or sublet this contract or any portion thereof without the written consent of the Municipal Township Manager. Noncompliance with this requirement will result in immediate disqualification.

Capital Equipment Provided

Contractor shall provide a separate list of all equipment and any additional equipment or project supplies, they deem necessary, which it will be responsible for providing, to be used at the Municipality. All the equipment shall be of commercial grade and a name brand, not privately labeled.

Supplies Provided

The Contractor shall provide all cleaners, germicides, floor finishes, paper, and plastics to properly perform the specifications. All chemicals shall be properly labeled and comply with "Right to Know" requirements. Documentation required by the statute for any

chemical utilized within the scope of this contract shall be provided, by the Contractor, to the Municipality. Contractor shall provide a list of supplies to be utilized in the scope of the contract. The supplies shall be of a name brand and not privately labeled. The contractor will provide and pay for all wet and dry mop head laundering costs. The vendor can provide a cost differential to supply similar chemicals to all the locations contained in this document.

Termination Clause

If either party fails to comply with any of the obligations required of it in this Agreement and, following receipt of written notice specifying the failure, fails to remedy and cure such failure within a reasonable time. Then the non-breaching party shall have the right to terminate this Agreement immediately upon giving thirty (30) days prior written notice of that intention.

Contractor Requirements

1. Must presently be providing custodial services for at least three (3) public entities in the State of New Jersey. At least one of the three must be of the same size of the Willingboro Township facilities.
2. Must have a record of at least five (5) years of successful management performance of public sector operations in the custodial function. References must be provided
3. Must have a formalized in-service educational program for all employees of the contracting company, including the necessary equipment to present the program. This must include training programs in custodial services.
4. The successful bidder must provide a written Cleaning/custodial maintenance plan and defined supervisory support for each location.
5. Must keep aware of the changing technologies in custodial services.
6. Must provide organizational chart of departmental operation. Custodial staffing numbers should be in line with industry standards in cleaning quality based on square footage maintained by each Full Time Equivalent (FTE). (See Specification H page 26)
7. Must be able to provide qualified and experienced supervisors and employees (FTE's) who will be managed by the contractor.
8. Must meet standards of local, state and federal requirements.
9. Must provide "consistent" work uniforms for full time and part time custodial

personnel. (See Specification G page 26)

10. Will provide all employees and perform a preliminary criminal background check without expense to the municipality. All employees must then be fingerprinted and clear a criminal background check conducted by the State of New Jersey prior to beginning to work in the municipality. The Township reserves the right to inspect the records of any or all employees of the contractor, at any time during the term of the contract with respect to same. Also, the contractor must comply with a pre-employment drug testing policy. This policy will be shared with the township.
11. Must follow, always, all applicable laws as stated in N.J.A.C. 12:90, regarding the operation of Boilers, Pressure Vessels and Refrigeration. Custodial personnel will be required to hold a low-pressure Black Seal boiler operator's license.
12. As price will not be the sole criteria for the township to award a contract, it is important for the township to assess the operational capabilities and expertise of the contractor. Therefore, **the contractor must provide a detailed plan assessing any current operational problems and what solutions the contractor will provide to solve them.** This plan must cover the custodial areas of the township's operations. Failure to provide this assessment in the proposal will be cause for immediate disqualification.
13. Written approval from the Township Manager or their designee is required to re-hire past and current custodial contract personnel or to hire present or former Willingboro Township employees.
14. The Contractor prices are to include personnel, labor, equipment, materials, tools, supplies, supervision, management, and services and otherwise do all things necessary to or incident to, perform and provide the work efforts described in the specifications.

Awarding of Contract

If a contractor considers its proposal, or portions thereof, as containing trade secrets, information privileged by law, or confidential commercial or financial data, then this should be conspicuously noted.

Specifications

Introduction

Vendor must provide administrative and technical direction for the management of the custodial functions throughout the Township facilities. Such direction will include, but not be limited to, assistance in the planning, organizing, coordination, direction, training and controlling of the custodial employees to ensure and maintain the custodial functions in the building and grounds in a condition acceptable to Willingboro Township; to control cost of labor and materials; and to maintain continuous availability of trained and experienced custodial staff and supervisory support. The successful contractor shall provide a point of contact for all operational issues related to the custodial services to the locations served.

The contractor shall provide administration in the management of the custodial organization.

A. Safety and Compliance

1. Provide safety equipment as follows but not limited to:
 - a. Personal Protective Equipment
 - b. Safety Training as indicated below
 - c. Cones and Safety equipment as required to clean floors.
2. Provide and/or comply with an incident reporting system to include investigation and evaluation of incidents involving personnel and equipment damage.
3. Provide safety-related information, including Right to Know regulations, and must have a record of at least five (5) years of successful management performance of public sector operations in the custodial function. References must be provided. Include plans for new, and continuing education of supervised employees.
4. Maintain liaison with major safety-oriented agencies.
5. The successful bidder must have **a lead custodian at each location. All custodians should speak and understand English.** This is a safety concern if there is an emergency.
6. The Contractor is responsible to ensure that cleaning and maintenance equipment, and supplies are well secured from children.

B. Employee Training

1. Provide certifications and document employee orientation, in-service and formalized training including, but not limited to, the following OSHA required training which involve the development of written policies and procedures:
 - Blood borne Pathogens - Standard 29 CFR Part 1900.1030.
 - Personal Protective Equipment - Standard 29 CFR Part 1910.132.
 - Personal Protective Equipment - Standard 29 CFR Part 1910.133.

C. Administrative Specifications

The Contractor's mobile supervisor will assume all routine duties normally carried out by the head of a custodial function. Specific areas of responsibility are:

1. **Supervision** - The Contractor's supervisor will assume line management duties controlling direct labor activities including hiring, termination, task assignments, job description, scheduling, training, application of personnel policies and direct labor hour justification. Supervision of the employees and contract can be done by a part time management person as long as the individual is available 24 hours a day.
Changes in personnel and/or shift changes must be promptly reported to the Maintenance Superintendent.
2. **Accessibility while on the Job** – The lead custodian on each shift must carry and be reachable by a telephone provided at each location by the township. The township telephone is to be used for township business only.
3. **Policies and Procedures** - The Contractor's supervisor shall create or augment, develop, publish and apply policies and procedures appropriate and necessary to the custodial function including, but not limited to:
 - Emergency Call-In List
 - Assignments Accountability
 - Time Accountability
 - Personnel & Safety Policies
4. **Safety and Security** - The Contractor's resident manager shall support the township for providing a safely maintained and functionally secure facility to

include:

- Maintenance of all facility doors, windows and means of fire egress.
- Recommendations to administration concerning safety/security issues.
- Maintenance of facility equipment and structures to affect a safe environment.
- The Contractor is responsible to ensure that cleaning and maintenance equipment and supplies are well secured from children.

D. Township Holiday Schedule

During township holiday closings (2018 schedule attached), the contractor will schedule and perform deep cleaning and routine custodial operations while the building is closed to the public to include:

- Carpet and spot cleaning
- Floor stripping and waxing
- Heavy Duty/Extensive Cleaning

Excluded holidays are Thanksgiving Day and Christmas Day.

E. Performance Specifications/Duties

The performance of this contract will include the following performance specifications/duties (see Exhibit #1 page 8.).

1. Contractor shall provide a list of all equipment to be used at the municipality. Additional equipment shall be of a name brand, not privately labeled. This list shall include a description of equipment with make and model number.

F. Definitions

1. Annual - The twelve-month period during which work is expected to be performed beginning the first day of the contract term and ending at midnight the day before the expiration of the contract one year later.
2. As needed (A/N) – Work that is necessary as determined by the Contract Administrator.

3. Monthly (“Once per Month”) - One Twelfth (1/12th) of a contract term.
Work that is expected to be performed once per month.
4. Task - That work item to be performed on the day of or with the frequency specified.
5. Term (“Annual,”) Twelve-month period beginning the first day of the contract and ending at midnight on the day before the contract expires one year later.
6. Three times per Contract term - work to be performed at approximately the thirtieth (30) day, one hundred-fiftieth (150) day and two hundred-seventieth (270) day from the first day of the Contract term.
7. Twice per Contract term - work to be performed at approximately the sixtieth (60) day and two hundred fortieth (240) day from the first day of the Contract term.
8. Work Week – As defined in below.
9. Yearly - “Once per year” Work that is expected to be performed once during the “Annual” contract term, within the first sixty (60) days of the first day of the contract term.
- 10.CO - Contract Official

Exhibit 1

Performance Specifications

- Specification A: Quality Standards for Custodial Operations
- Specification B: Cleaning Frequency Schedule
- Specification C: Miscellaneous Responsibilities
- Specification D: Minor Corrective Maintenance
- Specification E: Work Excluded from Service
- Specification F: Building Floor plans
- Specification G: Communication Equipment and Uniforms
- Specification H: Minimum Facility Staffing/Standards of Cleanliness

SPECIFICATION A

Quality Standards for Custodial Operations

A. **Entrance and Exit:** All entrance and exit areas (including fire exits) should be visibly clean and free of all trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances and spillages. Entrance doors shall be clean of smudges, marks, and spots. Drinking fountains shall present a clean appearance with no build up and encrustation.

B. **Room Cleaning:** The room shall be clean and when necessary the Contractor may be required to move furniture and furnishings. This shall be done with extreme care and furnishings shall be replaced to their original positions to make area ready for use.

C. **Wall Fixtures:** Switches, sockets, or data points shall be clean and be free of blood, body substances, dust, dirt, debris, cello tape, and spillages.

D. **Walls:** All wall surfaces (including skirting) shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages. Walls shall be free of streaks and spots. There shall be no signs of overlapping. There shall be no smudge spots where cleaning of the upper and lower halves of the wall overlap. Walls shall be uniformly clean. Frames on doors, windows, moldings, etc. shall be clean.

E. **Ceiling:** All ceiling surfaces shall be clean and free of dust, dirt, and debris.

F. **Horizontal and Vertical Surfaces:** All horizontal surfaces shall be clean and free of dust, dirt, debris, and spillages.

G. **Dusting:** There shall be no dust, streaks, oils, spots, and smudges on surfaces.

H. **Furniture:** Damp wipe and vacuum surfaces to be clean and free of dust, dirt, and spillages.

I. **Bare Floors:** All floors shall be clean and free of dust, dirt, debris, and spillages (refer to the manufacturers' specifications for maintenance). The cleaning of linoleum flooring shall follow industry standards.

J. **Carpet and Area Rugs:** All carpets and area rugs shall be clean and free of dust, dirt, debris, and spillages. The Contractor shall protect all carpeting and place protective non-absorbent pads or foil between the cleaned carpet and the furnishings. Any damage resulting from Contractor's lack of carpet protection shall be corrected by the Contractor.

K. **Mats:** All mats shall be clean and free of dust, dirt, debris, and spillages.

L. **Sinks and Mirrors:** All sinks and mirrors shall be clean and free of dust, dirt, debris, and smearing.

M. **Toilets and Toilet Closets:** All toilet areas shall be clean and sanitized, and be free of dust, dirt, debris, and spillages.

N. **Dispensers:** Dispensers shall be cleaned and adequately stocked.

O. **Receptacles:** Empty, clean, and sanitized sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags. Disposal of waste shall be treated the same as Blood Borne Pathogens as specified in 29 CFR §1910.1030.

P. **Doors:** All parts of the door structure, including handles, frames and jambs shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages.

Q. **Glazing, Including Partitions:** All internal glazed surfaces shall be clean and sanitized and free of smears, grime, and tape substances.

R. **Trash Removal:** All trash shall be removed as scheduled and by the end of the day if not indicated. All trash (including trash in restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash containers shall be emptied and kept clean and odor-free, and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash, debris and recycling containers shall not be torn, worn, or contain residue. Please refer to the trash and recycling portion of these specifications.

S. **High Cleaning Surfaces Above 70 Inches:** Surfaces shall be cleaned and free of dust and cobwebs. This does not include the removal of vents, tiles, or fixtures to accomplish high cleaning. Where glass is present, both sides shall be clean and free of streaks (interior of building only).

T. **Outdoor - External Areas -** The complete external areas shall be clean and free of trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances on the hard surfaces. Any hazardous conditions or items in need of repair should be identified and a written notice immediately given to the CO or their designee.

U. **Outdoor Equipment and Rubber and Hard (concrete and asphalt) Surfaces:** These surfaces shall be clean and free of gum, other foreign substances, spillages, and droppings. Pressure washing shall be used where appropriate.

V. **Window Treatments (blinds, shades, curtains):** Window treatments shall be clean and free of dust, dirt, debris, and spillages. All sides of blinds, cord tapes, and valances are to be clean and free of dust.

W. **Window Washing:** Windows shall be clean and free of dirt, grim, streaks, tape substances, and excessive moisture. Window sashes, sills, woodwork, and other surroundings of interior glass shall be free of drippings and other watermarks. Windows that have window film shall be cleaned using the manufacturer's instructions for window washing.

X. **Furniture:** All furniture shall be free of dust, dirt, spillages, and spots.

Performance Standards

Performance Standards

The Contractor through innovation, technology, or other means shall perform the work in this contract to meet the quality and performance standards in this Section. Evaluations of the Contractors work shall be based on the standards in this Section and conducted in accordance with the Township's 'Quality Assurance Surveillance Plan (QASP).'

Floor Care

The Contractor shall provide a floor maintenance schedule to the CO or their designee.

-Bare Floors: Floors, base moldings, and grout shall be clean and free of debris including but not limited to dirt, water streaks, mop marks, string, gum, tar, and other foreign matter. The floors shall maintain their natural luster and not have a dull appearance.

Wet mopping of bare floors shall be cleaned using disinfectant cleaner(s) with additional scrubbing, if necessary. These floors shall be slip resistant. Surfaces, baseboards, and corners shall be clean and dry.

Walls, baseboards, and other surfaces shall be free of splashing and markings from the equipment. There shall be no visible buildup of finish in corners or crevices.

Mops and cleaning rags shall be cleaned and sanitized before and after each day of use. Mops and cleaning rags used in restrooms including diapering areas in restrooms and Child Care centers) shall not be used to clean any other areas.

-Asbestos Containing Building Material (ACBM) Floors: Cleaning of flooring that may contain asbestos material, such as Vinyl Asbestos Tile (VAT), shall comply with the methods prescribed in the National Institute of Building Sciences (NIBS) Guidance Manual, 'Asbestos Operations and Maintenance Work Practices.' The Contractor shall

have a copy of the NIBS Guidance Manual. Upon request, the Township shall make available to the Contractor any asbestos sampling results.

-ADP/Data Center Floors: Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP)/Data Center spaces.

-Granite and Marble Floors: All applicable floor areas shall be maintained in accordance with industry standards, and the standard identified in the Contractor's 'Quality Control Plan.'

-Loading Dock Floors: Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA) and/or State and local regulatory agency requirements.

-Stripping Floors: The old finish or wax shall be removed in accordance with standard commercial practices. Spots shall be eliminated. There shall be no evidence of gum, burns, scuffmarks, or wax buildup in corners or crevices. UNDER NO CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.

-Finishing Floors: Walls, baseboards, and other surfaces shall be free of finish residue and marks from equipment. Floors shall be free of streaks, mop strand marks, and skipped areas. The applied finished area shall have a uniform luster.

-Sealing Floors: Sealant must adhere to the floor. Floor areas must be evenly coated with a slip resistant seal.

-Wood Floors: There shall be no water solutions used on wood flooring. There shall be no dry stripping methods used on wood flooring.

Carpets and Rugs

-Extraction (Public Areas Only): Build-up spills and crusted materials shall be removed along with spots and smears. There shall be no areas of deterioration or fuzzing to the carpets and rugs as a result of harsh brushing or scrubbing. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets. The Contractor shall coordinate with the CO or their designee the times when carpet shall be cleaned. The carpet shall be dry before customers occupy the building on the next business day. The Contractor shall take measures to prevent the growth of mold. Moving of duplicating equipment, computer equipment, and similar types of electric and electronic equipment is to be coordinated with the CO or their designee and customer, as required, prior to cleaning of the carpet. Any furnishings moved are to be returned to their original positions.

-Spot Cleaning: Carpet surfaces shall be free of removable spots, soiled traffic patterns, dirt, dust, debris, gum, and crusted materials.

-Vacuuming: Carpet surfaces are to be free of dirt, dust, and other debris. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear. The Contractor shall utilize at a minimum HEPA vacuum cleaners that meet the requirements of the Carpet and Rug Institute's 'Seal of Approval/ Green Label Vacuum' Program.'

Floor Mats and Runners

The Township shall furnish all mats and runners.

Mats and runners shall be free of removable spots, soiled traffic patterns, dirt, debris, gum, and crusted materials. There shall be no areas of deterioration or fuzzing as a result of harsh brushing or scrubbing. They shall receive scheduled cleanings and routine inspections. Any mats and runners that are found to be non-repairable or cannot be cleaned shall be brought to the attention of the CO or their designee so they can be replaced.

In the event of wet or inclement weather mats and runners are used, the mats and runners shall be placed at entrances and at other areas identified by the CO or their designee prior to the building occupants reporting to work. Wet or inclement weather mats and runners shall be removed, cleaned, and stored by the Contractor when the CO or their designee determines that they are no longer required.

Restrooms, Shower Rooms, Locker Rooms and Holding Cells

-Cleaning: All areas shall be cleaned using a disinfectant cleaner. Fixtures shall maintain a high level of luster and be free of dust, mold, mildew, streaks, and encrustations. Partitions, doors, vents, sills, and walls shall be free of dust, dirt, bodily fluids and waste, and graffiti. Shower curtains shall be cleaned and free of mold and dirt. Restrooms shall be free of discarded material and trash shall be emptied to prevent the containers from overflowing.

-Dispensers: The Township shall provide dispensers, including dispensers in tenant break rooms. The Contractor shall replenish supplies and fill dispensers as a standard service. The supplies for the provided dispensers shall be compatible with the dispenser's manufacturer's requirements. Supplies including dispenser construction and efficiency shall be consistent with the safe and environmentally friendly products requirements referenced throughout this specification.

Hand soaps shall not contain antibacterial agents except where required by Federal, State, local requirements and health codes.

-Floors: The quality standard for providing standard service is the same as that described in Section 'Floor Care.'

-Receptacles: The Township shall provide receptacles. The Contractor shall empty, clean, and sanitize the sanitary napkin and waste receptacles. Sanitary napkin disposal

containers shall be lined with new receptacle bags. Disposal of waste shall be treated the same as Blood Borne Pathogens as specified in 29 CFR §1910.1030

Fixtures

-Clean and Sanitize: All fixtures and surfaces (washbasins, urinals, modesty panels, toilets, shower stalls, etc.) shall be clean with no dust, spots, soiled substances, discoloration, mold, build-up, or excess moisture.

-Drinking Fountains: All fountains shall be free of dirt, watermarks, and all other debris or encrustations. Drinking fountains shall be sanitized and present a lustrous appearance.

Surfaces

-Horizontal Surfaces: All surfaces shall be free of dust, dirt, oil spots, or smudges. Cabinets and desks with papers, computers, and keyboards shall not be disturbed. Surfaces should be damp mopped or wiped with a germicidal cleaner. Contact time should be consistent with the manufacturer's recommendations.

-Metal, Brass and Woodwork: Surfaces (including corners, crevices, moldings, ledges, hand rails, grills, doors, door knobs, door frames, kick plates, etc.) shall be free of dust, streaks, spots, hand marks, oil, smudges, dirt, soiled substances, encrustation, and streaks.

-Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 70 inches of the floor) shall be clean and free of dirt, dust, streaks, smudges, watermarks, spots, grime, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture.

Walls

All wall surfaces shall be free of smudges, marks, dirt, and spots. Cleaning shall not cause discoloration.

High Cleaning

High Surfaces: Surfaces above between 70 inches shall be cleaned and free of dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. Included in high cleaning is the ceiling. This does not include the removal of vents, tiles, or fixtures.

Dusting

Surfaces shall be dust free with a preference to using a micro-fiber or damp cloth, or backpack vacuum fitted with the appropriate dusting tool.

Trash, Wastebaskets and Ash Receptacles.

All trash (including restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash containers shall be emptied and kept clean, odor-free, and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash and debris containers shall not be torn, worn, or contain residue. All ash receptacles shall be free of dust, ashes, odors, tar, streaks, and tobacco residue. The Contractor shall notify the CO or their designee of any item or material identified by the Environmental Protection Agency (EPA) and State and local regulatory agencies as hazardous waste, hazardous materials, or Universal Waste observed in the trash receptacles. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries as specified in 40 CFR § 260-273.

Recyclables

The Contractor shall provide all labor, and the means to collect and transport recyclable materials from recycling bins and containers located throughout the building to storage and loading areas as designated by the CO or their designee and as described in Section 10.2.0. 'Recycling.'

Elevators, Escalators and Stairways

-Door Tracks: Tracks shall be clean and free of dirt, debris, built up grime, dust, smudges, and other extraneous matter.

-Exterior and Interior Car Surfaces: Surfaces shall be clean and free of finger marks, smudges, and spills. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster.

-Exposed Surfaces, Treads, Risers and Landings: Stairways, escalators, entrances, landings, railings, risers, ledges, grills, doors, radiators, and surrounding areas shall be free of dirt, dust, litter, and debris.

Window Washing

Cleaning: The windows shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped free of drippings and other watermarks. All windows shall be cleaned daily. The Contractor shall comply with ANSI/IWCA I-14.1, and all Federal, State and local regulations.

Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings)

Dusting of Blinds and Coverings: All blinds, coverings, cord tapes, and valances shall be clean and free of dust and spots. Blinds and coverings that are not operating properly shall be reported to the CO or their designee for repair.

Policing Inside Areas

Areas: All building areas shall be free of papers, trash, and other discarded materials.

Interior and Atrium Plants (Township Plants)

Plants shall be free of dust and dead leaves and properly hydrated. Plants that are the personal property of tenants are excluded.

Concessions (Cafeterias, Snack Bars and Vending Machine Areas)

Cleaning: All public areas (cafeteria furniture, seating areas, snack bars, and vending machine areas) shall be clean, sanitized, and free of spillages, food crumbs, spots, smudges, marks, and soil. Floors shall be maintained using the floor care standard requirements in this contract. Floors in serving and kitchen areas shall be cleaned during the normal scheduled cleaning hours.

Fitness Centers, Health Units and Laboratories

-Cleaning: Areas such as the fitness center, shall be cleaned in accordance to the standard service requirements.

-Surfaces: All metal (door frames, handles, and fixture) and glazed surfaces (including partitions), shall be sanitized and made free of smears, finger marks, and streaks.

-Equipment: All vinyl surfaces of exercise equipment and exercise mats shall be free of dust, dirt, spots, streaks, and smudges. Cleaning shall be performed under and around without moving or lifting items.

Shower curtains surfaces shall be cleaned and free of mold and dirt. Locker exterior surfaces shall be free of dust and streaks.

Exterior Services

The Contractor shall provide exterior standard services for the work items listed below.

Performance Standards

The Contractor shall provide all resources, labor, tools, equipment, transportation, hauling away, disposal, training, supplies, materials, and oversight to ensure that quality and performance standards are successfully achieved.

Plate Glass

All exterior glass (to include spandrel glass, glass over and in exterior and vestibule doors, and all plate glass around entrances, lobbies, and vestibules) shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy.

Both sides of the glass shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of interior glass shall be wiped free of drippings and other watermarks. Windows shall be cleaned daily. Cleaning frequencies that are above standard shall be completed by a professional window cleaning contractor. Cleanings of both sides of the windows shall be coordinated with the CO or their designee to maximize cost effective operations.

Window washing shall be in accordance with ANSI/IWCA I-14.1 as well as all Federal, State and local regulations.

Cleaning: All canopies and anything affixed to or included in the surfaces of canopies shall be clean and free of all dirt, dust, cobwebs, nests, bird excrement, trash, and debris.

Hard Surface Areas

Cleaning: All areas (sidewalks, brick areas, around light poles, hard surfaces, parking lots, surface parking, garages, dock areas, moats, platforms, driveways, ramps, lanes, etc.) shall be clean and free of dirt, debris, gum, litter, gravel, weeds, oil, and grease. No residual dirt shall remain after the removal of the debris.

Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

Ash Receptacles and Trash Containers

Cleaning: All solid waste/trash shall be collected and removed to a location designated by the CO or their designee. Trash containers and ash receptacles shall be emptied and kept clean, odor-free, and free of dirt, dust, [ash, cigarette butts, debris, residue, and spilled materials. Sand in ash receptacles shall be replenished as necessary.

Plastic liners for all trash containers shall not be torn, worn, or contain residue.

Surfaces (Signs, Vending Machines, Tables, etc.)

Cleaning: Surfaces shall be clean, with no dirt, dust, residue, streaks, spots, soil substances, discoloration, or cloth streaks. Surfaces should be damp mopped or wiped with a germicidal cleaner. Contact time should be consistent with the manufacturer's recommendations. Spill residue and clean-up materials used shall be disposed of properly.

Graffiti Removal

Remove graffiti using normal cleaning methods (e.g., normal graffiti removal cleansers or solvents.) Graffiti that cannot be removed with such methods shall be reported to the CO or their designee.

Excrement Removal (Human, Bird and Animal)

Cleaning: All steps, stairs, entrances, sidewalks, arcades, landings, balconies, and ledges shall be cleaned of all excrement while following established safety precautions as outlined in the Center of Disease Control protocols. Knowledge of safety requirements in cleaning areas contaminated by bat, pigeon, or another avian pest excrement is required. The Contractor shall fully train all employees designated to perform these services in accordance with Occupational Safety and Health Administration (OSHA) standards and OSHA approved Federal, State, and local regulations.

Policing Outside Areas

-Policing: All areas including lawn, grounds, planted areas, sidewalks, hard surfaces, parking areas, garages, docks, platforms, driveways, ramps, lanes, etc., shall be cleared of gum, litter, debris, paper, trash, and other discarded materials.

-Unimproved Grounds: All areas shall be cleared of trash, debris, and other discarded material each time the native grasses, weeds, etc. are cut.

-Fence Lines: Fence lines shall be cleared of trash, debris, and other discarded materials.

Snow and Ice Removal

Deleted

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SPECIFICATION B **CLEANING TASKS AND FREQUENCY SCHEDULE**

Cleaning Requirements

The following areas have been assigned a minimum cleaning frequency to establish a required base level of cleaning. However, cleaning in these areas may require more attention than the minimums listed to achieve desired results.

The Contractor is responsible for the following tasks:

FOUR TIMES DAILY (TWICE PER SHIFT)

Restrooms and Diapering Areas

A. Clean and disinfect all restroom fixtures, faucets, sinks, countertops, vents, shelving, partitions, mirrors, wall surfaces, toilets, soap/paper towel dispensers, doorknobs, cabinet handles, toilet seats, toilet basins, toilet handles, and other touchable surfaces.

B. Clean and disinfect diaper changing table horizontal and vertical surfaces.

C. Empty trash and other waste material. Trash shall be collected and disposed of at a location designated by the CO or their designee. Empty, clean and disinfect waste and diaper receptacles.

D. Replenish paper towel, soap, and toilet paper. All dispensers shall be filled with Contractor provided supplies; soap must be compatible with the provided dispenser.

TWICE DAILY DUTIES

All internal glazed (glass) surfaces shall be clean and sanitized and free of smears, grime, and tape substances.

DAILY DUTIES

General

Clean and disinfect all surfaces touched by hands, such as light switches, doorknobs, and handles.

Entrance, Outdoor Areas and Drinking Fountains

A. Entrances: Police and clean all entrance and exit areas, including entrance doors.

B. Police outdoor areas in the morning before 9am building activity begins: Remove trash, check for any hazards in general area, along the fence and equipment; remove any foreign substances or spillages.

C. Clean and disinfect all drinking fountains.

Office Areas

A. Empty trash, clean and disinfect waste receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.

B. Clean and disinfect all vertical and horizontal surfaces including countertops and tabletops.

C. Clean and disinfect all sinks and faucets.

D. Clean and disinfect all door and cabinet handles.

E. All carpets, mats, and area rugs shall be thoroughly vacuumed, and spot cleaned. Carpet surfaces are to be free of dirt, dust, and other debris. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear.

F. Spot clean walls, windows, view panels, and mirrors.

Banquet Facility Kitchens, Food Prep Areas, and Breakrooms

A. Empty trash, clean and disinfect trash receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.

B. Clean and disinfect all countertops and horizontal surfaces, including walls, wall tiles and appliances (refrigerators and ovens) inside and out *using a solution safe for food contact*.

C. Clean and disinfect all sinks and faucets.

D. Clean and disinfect all vertical surfaces and door and cabinet handles.

E. Clean and disinfect fronts of all appliances.

Floors

Clean and disinfect all floors, including food preparation and pantry, bathrooms, classrooms, and under mats. First sweep or vacuum, then damp mop with a floor cleaner disinfectant. (Best practice: consider micro-fiber damp mop.)

WEEKLY DUTIES

Wash trash receptacles, damp wipe table and chairs.

MONTHLY DUTIES

A. Spot clean carpets and rugs. Use approved cleaning methods.

B. Damp wipe both sides of glass doors, view windows, partitions, bookcases, and any other glass or Plexiglas within 70 inches above the floor.

QUARTERLY DUTIES (EVERY FOUR (4) MONTHS)

A. Clean carpets and area rugs in office areas, multipurpose areas, with an approved carpet cleaning method.

B. Clean by dusting, damp wiping, or vacuuming surfaces and objects approximately 70 inches or more above the floor. This includes but is not limited to the wall and ceiling area adjacent to ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/bookcases, etc.

SEMI-ANNUAL DUTIES

A. Upholstered furniture shall be deep cleaned using accepted commercial equivalent practices or manufacturer's recommendation.

B. Free standing appliances (ranges, refrigerators, etc.) shall be pulled out and areas behind the appliances, including floors, walls, and the back of the appliance, shall be cleaned and all debris removed. Return appliances back to their original position after cleaning is completed.

ANNUAL DUTIES

Wall Washing: (rooms, toilet areas, and kitchen). Clean with a cleaner- disinfectant all walls including surfaces and objects. This includes but is not limited to the wall and ceiling area adjacent to ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/bookcases, etc.

FLOOR SPACE:

All floor space at service locations is applicable unless specifically exempted.
NOTE: Willingboro reserves the right to add or delete service area on \$ per square foot basis per location during the duration of this contract.

The following is an index of the 3 items that are to be priced *separately*:

1. The Municipal Complex Building

1 Rev. Dr. M.L. King Jr. Drive

(Monday through Friday) - Administration Offices/Court Offices and Court Rooms/Police Offices and Patrol rooms and cells.

(Saturday and Sunday) – Police areas only

2. The Kennedy Community Center/Banquet Facility and Conference Center/Senor Center

429 JFK Way

(Sunday through Saturday)

3. The Department of Public Works (DPW)

25 Industrial Drive

(Saturday Only)

The Work Week Unless Otherwise Specified will be Monday through Friday.

Municipal / Court / Police Complex Hours

- Mon-Friday Operating Hours 7 a.m.-10 p.m.
- Saturday-Sunday, Police Complex 8 a.m.-4 p.m.

Kennedy Center /Banquet Facility and Conference Center/Senior Center Operating Hours

- Monday – Thursday Operating Hours *9 a.m.* – 10 p.m.
- Friday *9 a.m.* - *11 p.m.*
- Saturday *8 a.m.* - *4 p.m.*
- Sunday *8 a.m.* - *4 p.m.*

Banquet Facility events ending at 12 a.m. normally require a minimum of one (1) hour after event clean up. Extended hours will be covered by an hourly rate agreement with

a minimum of 48 hours prior notice given to contractor.

Department of Public Works (DPW)

- Saturday 7 a.m. – 2 p.m.

CLEANING TASKS AND FREQUENCY SCHEDULE:

Specification C

Miscellaneous Responsibilities

It is to be understood that, in each facility, the custodians (particularly on the day shift) are there to support the locations staff. As such, unscheduled needs will arise from time to time, and need to be met by the custodial staff. Custodians must be available to **support** the normally recurring miscellaneous duties that include:

- Securing of facility by maintaining locked doors and windows
- Light bulb lens cleaning
- Pre and Post activity cleanups
- Mirror cleaning in fitness center, aux. gyms and boxing gym
- Reporting observed safety hazards
- Scheduling work around evening and special event functions as needed
- The removal of snow and ice from the entrances, walkways, landings, etc.
- Post activity cleaning of Banquet Facility/Catering Kitchen microwave oven, warming ovens, sinks,

refrigerators/freezers and counter tops

Specification D

Minor Corrective Maintenance

Deleted

Minor Wall Repair

Deleted

Specification E

Work Excluded from Service

1. Drum sanding of stage and gym floors.
2. Provision of any pest control services.
3. Sandblasting exterior building surfaces.
4. Major plumbing, electrical, mechanical or repairs of any kind.
5. Any major painting projects where time constraints and scope of work exceeds the capability of the staff and would negatively impact on their other job duties.
6. The washing or dry cleaning of curtains.
7. Snow removal operations beyond the capabilities of the equipment provided by the Township and available for use by the contractor.
8. Major/Professional window cleaning: Inside and Out

Specification F

BUILDING FLOOR AREA

Building Name

**Cleanable
Square Footage**

1. Municipal Building	33,125
- Administration Offices/Court Offices/ Courtroom (21,530 S.F.)	
- Police Complex (11,595 S.F.)	
2. The Kennedy Center (185,706 S.F.)	120,521
- Banquet Facility and Catering Kitchen (5,777 S.F.) included	
- Recreation Facility and Business Center (95,517 S.F.) included	
- Administration Offices (5,227 S.F.) included	
- Senior Center (14,000 S.F.) included	
- Court Yards (31,197 S.F.) not included	
- Rental/Lease Space 100 wing (12,288 S.F.) not included	
- Rental/Lease Space 200 wing (14,872 S.F.) not included	
- Storage Closets (6,828 S.F.) not included	
3. Department of Public Works (DPW)	3,375
- Main Building and Offices (2,500 S.F.)	
- Building #1 Locker room and restroom (875 S.F.)	
4. Parks and Recreation (WREC)	594

NOTE: The Township may increase or decrease the area to be serviced under this agreement. Notification will be given in writing 2 weeks before additions or subtractions of area are made. The successful bidder will provide a cost per square foot price for each location to be used to calculate the increase or decrease in the contract amount based on the square footage increase or decrease.

Specification G

Communication Equipment and Uniforms

Uniform Service:

Contractor must provide “consistent” and “Identifiable” uniforms through a uniform service for all of its full and part time Custodial personnel. Uniforms must be approved by Willingboro Township.

Specification H

Minimum Facility Staffing/Standards of Cleanliness

Minimum Custodial Staffing for each facility should meet the U.S. Department of Education industry cleaning standard for how many building square feet can be assigned to one properly supplied custodian in an 8-hour shift (FTE).

1. Spotless cleaning – 10,000 to 11,000 square feet per/FTE
2. Intensive cleaning – 18,000 to 20,000 square feet per/FTE
3. **Cleaning required to ensure the health and comfort of building users – 28,000 to 31,000 square feet per/FTE**
4. Cleaning not generally acceptable for a public environment – 45,000 to 50,000 square feet per/FTE
5. Cleaning that is not considered healthy – 85,000 to 90,000 square feet per/FTE

A maximum of 31,000 building square feet shall be assigned to one custodian in an 8-hour shift (FTE) in order to meet Willingboro Township’s specified level of cleanliness of **“Cleaning required to ensure the health and comfort of building users.”**

The Contractor must provide the following minimum number of custodians that will be assigned per building per shift during normal building hours of operation:

Municipal Complex

- 1st Shift (day) - 1 (FTE)
- 2nd Shift (eve) - 2 (FTE)

The Kennedy Center

- 1st Shift (day) - 3 (FTE)
- 2nd Shift (eve) - 3 (FTE)

DPW

- 1st Shift (day) - 1 (FTE)

EXHIBIT 2

BUILDING FLOOR PLANS

Municipal Building

The Kennedy Center

Department of Public Works (DPW)

Parks and Recreation (WREC)

BID FORM

Building Name

BID PRICE

Municipal Building

\$ _____

- Administration Offices/Court Offices/
Courtroom (21,530 S.F.)
- Police Complex (11,595 S.F.)

The Kennedy Center

\$ _____

- Banquet Facility and Catering Kitchen (5,777 S.F.)
- Recreation Facility and Business Center (129,505 S.F.)
- Administration Offices (5,227 S. F.)
- Senior Center (14,000 S.F.)

Department of Public Works (DPW)

\$ _____

- Main Building and Offices (2,500 S.F.)
- Building #1 Locker room and restroom (875 S.F.)

Parks and Recreation (WREC)

\$ _____

Restrooms cleaned once daily in the am

MillCreek Park Restrooms

- Tennis court (121 S.F. ea.) 1 Ladies, 1 Men's
- Pavilion (176 S.F. ea.) 1 Ladies, 1 Men's

Brodio Park Restrooms (56 S.F. ea.)1 Ladies, 1 Men's

TOTAL BID PRICE \$ _____

